



DEPARTMENT OF CUSTOMER SERVICES

Salvatore Lanzilotti, EdD., Director
Joan Manke, Special Advisor

POWER, DUTIES AND FUNCTION

The Department of Customer Services (CSD) is responsible for public communication and the operation of the motor vehicle registration, driver licensing and Satellite City Hall systems. Additionally, the department provides printing services for city departments and agencies; issues various permits; and manages the city reference library, the records management and archives programs and the Municipal Bookstore. CSD also administers the city's contract with the Hawaiian Humane Society to provide spay, neuter and animal pound services in addition to enforcement of ordinances dealing with animals.

CSD is organized into three major functional divisions. They are: Motor Vehicle Licensing and Permits, Public Communications, and Satellite City Halls. At the end of Fiscal Year 2005, CSD was authorized the equivalent of 297 full-time employees.

HIGHLIGHTS

CSD continued to reach the public through a wide variety of services over the fiscal year, especially in the areas of motor vehicle transactions (1.1 million) and abandoned vehicle investigations (28,037).

The department served the public by investigating complaints, responding to informational inquiries, increasing customer service options by providing motor vehicle services on-line, producing special events such as the Honolulu City Lights celebration, and assisting with the popular *Sunset on the Beach* and *Brunch on the Beach* events as well as the Easter Seals' *Taste of Honolulu* on the Civic Center grounds.

CSD also helped Mayor Hannemann's office to publicize initiatives to improve pothole and sewer repair programs, expand bulk items pickups throughout the island, provide ethics training for city administrators, and alert citizens during potentially hazardous emergencies, such as sewage spills and box jellyfish infestations.

DIVISION OF MOTOR VEHICLES, LICENSING AND PERMITS

Dennis A. Kamimura, Licensing Administrator

POWER, DUTIES, AND FUNCTION

The Division of Motor Vehicle, Licensing and Permits registers motor vehicles, trailers, bicycles, mopeds, and animals; issues driver and business licenses; administers and enforces the periodic motor vehicle inspection program; administers the reconstructed vehicle program; implements the general newsstand and Waikiki Special District publication rack programs; administers the derelict and abandoned vehicle programs; administers the disabled parking placard and identification card program; implements the Motor Vehicle Accident Reparations Act; and investigates business license, general newsstand, Waikiki Special District publication rack, taxicab, and vehicle inspection violations.

To accomplish these functions, the division is divided into three branches: Motor Vehicle, Driver License, and Special Services. The licensing administrator, assistant licensing administrator, Office Services Section, and Accounting Services Section provide administrative and support services to these branches.

ACCOMPLISHMENTS

The following are the division's major accomplishments:

Provided testimony in support of five bills which affect operations:

- Act 003 which allows motor carriers to stagger annual safety inspections to coincide with the month of registration.
- Act 005 which makes it illegal to manufacture, sell, display, or possess any reproduction, imitation, or facsimile of a current design vehicle license plate.
- Act 072 which establishes a 3-stage graduated provisional driver licensing program for persons under the age of 18.
- Act 162 which authorizes the counties to dispose of abandoned vehicles from private setbacks, easements, shoulders, rights of way, and roads for which dedication to the City or State is pending.
- Ordinance 05-005 which updates the taxicab regulation in the City and County of Honolulu.
- Revised rules of the Director of Customer Services relating to Taxicabs to reflect the changes contained in Ordinance 05-005.

Conducted a main and a supplemental lottery for all publication dispensing racks in the Waikiki Special District. Issued 1,291 dispensing rack permits and 2,445 sidewalk use permits. The two contract employees conducted inspections of the dispensing racks and general newsstands, issued notices of violation, attended meetings with existing and prospective publication owners and distributors, and provided the Department of Facility Maintenance with a listing of maintenance requirements for the dispensing racks.

Established automated connectivity with the Social Security On-line Verification System (SSOLV), which verifies an applicant's name and date of birth with the Social Security Administration's national database.

Accounting Services Section

The Accounting Services Section's seven employees are responsible for the record keeping of the division's revenue and disbursements. The section accounts for state revenues collected from the State Vehicle Weight Tax, State Vehicle Registration Fee, Periodic Motor Vehicle Inspection Fee, and Commercial Driver License Fee. It also remits revenues exceeding approved county expenses to the State of Hawaii, Department of Transportation. During this fiscal year, the section processed 1,216 refunds totaling \$140,757 and remitted \$33,509,047 (gross receipts of \$35,653,770 less county expenses of \$2,144,723) to the Department of Transportation.

Motor Vehicle Branch

The Motor Vehicle Branch, staffed by 28 employees, registers motor vehicles and collects motor vehicle fees. All of the employees are located at the Motor Vehicle Registration (MVR) Core in the Chinatown Gateway Plaza. This location processes: paper transactions from motor vehicle dealers and lending institutions; electronic transactions from participating Electronic Lien and Title (ELT) lienholders; Fleet Dealer Registration (FDR) transactions from participating new car dealers and U-drive companies; on-line renewals via the internet; facsimile transactions from the Satellite City Halls (SCH); and all mail transactions.

During the fiscal year, the MVR Core and the SCHs: registered 834,238 motor vehicles and trailers; issued 23,582 duplicate certificates and 3,609 out-of-state vehicle permits; and processed 24,379 replacement plates, 33,598 replacement emblems, and 194,419 ownership transfers. The MVR core processed 22,889 on-line renewals via the internet and registered 21,375 new vehicles through the FDR program.

Motor vehicle transactions processed by location are as follows:

LOCATION	FY 04-2005	FY 03-2004	INCREASE (DECREASE)
Ala Moana	90,081	84,946	5,135
Fort Street Mall	40,416	39,831	585
Hawaii Kai	26,509	23,882	2,627
Kailua	62,112	63,155	(1,043)
Kalihi	92,731	94,873	(2,142)
Kapolei	73,522	65,947	7,575
Pearlridge	95,707	91,816	3,891
Wahiawa	58,762	55,398	3,364
Waianae	35,918	34,595	1,323
Windward Mall	58,396	56,761	1,635
MVR Core	<u>484,348</u>	<u>479,946</u>	<u>4,402</u>
TOTAL	<u>1,118,502</u>	<u>1,091,150</u>	<u>27,352</u>

Driver License Branch

The Driver License Branch, staffed by 114 full time employees and six seasonal driver license examiners, is comprised of the Driver License Section, the Financial Responsibility Section, and the Motor Vehicle Control Section. The Driver License Section includes the State-funded Commercial Driver License (CDL) Unit. The Motor Vehicle Control Section includes the state-funded Periodic Motor Vehicle Inspection (PMVI) Unit.

Driver License Section

This section tests and issues driver licenses to operators of motor vehicles ranging from mopeds through truck tractors with tandem trailers. It also tests and issues certificates for operators of taxicabs and pedicabs.

An applicant for a driver's license must successfully pass a 30-question written examination, a vision test, and a road test. An applicant renewing a license must pass a vision test only. Taxicab and pedicab drivers must pass a 50-question examination and

an oral examination on routes and locations.

Driver license services are offered at City Square (Core) and at full service substations located at Kapolei, Pearl City, Wahiawa, and Waianae. Driver license renewals and duplicates are offered at the Fort Street Mall, Windward Mall, and Hawaii-Kai (June 2005) satellite city halls. The following table lists the number of driver licenses and permits issued by location.

STATION	NEW LICENSES	RENEWED LICENSES	LEARNER PERMITS
City Square (Core)	13,950	46,306	19,092
Kapolei	5,178	9,745	4,806
Pearl City	6,780	21,125	6,722
Wahiawa	5,874	11,272	5,112
Waianae	1,030	2,413	1,024
Fort Street	N/A	16,424	467
Hawaii-Kai	N/A	461	14
Windward Mall	N/A	18,397	956
Commercial Driver License	114	170	199

The DL Branch issued 38,485 duplicate licenses, 1,733 taxicab certificates, and no pedicab certificates. There were 3,470 written tests administered in seven foreign languages.

This year the program sponsored the *Save Time, Go Online* campaign. This project publicized the public's ability to use the internet to make road test appointments, in contrast to having to go to a drivers license station for this service.



HMTV shooting Mayor Hannemann and American Idol star Jasmine Trias for the Save Time, Go Online campaign.

Commercial Driver License Unit

This unit administers the CDL written tests, vision tests, and skills tests for class 4 and CDL vehicles. The skills test includes a vehicle inspection test, a basic control test, and a road test. Other requirements include passing a physical examination and receiving certification of specialized endorsements

A total of 564 CDL licenses and permits were issued this fiscal year.

Financial Responsibility Section

This unit: enforces the statutory provisions of the Motor Vehicle Accident Reparations Act. It also works closely with the State Judiciary to train the judiciary staff on the financial responsibility statutory requirements. During this fiscal year, the section processed 8,025 safety responsibility cases affecting 14,150 licensed drivers and 5,012 registered owners of vehicles involved in major traffic accidents. In addition, it issued 927 security notices to individuals who were at fault for major traffic accidents and 1,580 notices to defendants convicted in court of certain serious traffic related offenses. In response to these notices, the section processed 2,780 SR-21 certificates, 1,350 SR-22 certificates, and 37 cash security deposits totaling \$97,550. The section also processed 603 SR-26 certificates, which are insurance companies' notifications of insurance policy cancellations, and refunded 35 cash security deposits totaling \$75,600.

Motor Vehicle Control Section

This section: administers the city's abandoned and derelict vehicle programs; monitors the periodic motor vehicle inspection

program; enforces window tinting and reconstructed vehicle laws; insures compliance with the laws relating to the operation of taxicabs and pedicabs; investigates complaints against the city's tow contractors; and inspects tow contractors' equipment and facilities for compliance with contractual provisions.

There were 28,037 investigations of abandoned vehicle complaints. As the result of the investigations and patrols, 2593 citations were issued. As shown below, most of the investigations resulted in the removal of the vehicle by the owner.

	<u>CITY</u>	<u>LEEWARD</u>	<u>CENTRAL</u>	<u>WINDWARD</u>
Moved by Owner	2,561	1,933	303	562
Abandoned Vehicles Towed	487	226	126	109
Derelict Vehicles Towed	2,506	3,006	1,022	2,380

Owners claimed 116 of the abandoned vehicles that were towed. Of the 1,095 unclaimed vehicles that were placed on public auction, 43 were sold and the remaining 1,052 were transferred to the towing contractors for final disposition.

During the fiscal year, the Section: 1) inspected 3,019 reconstructed vehicles, 2,037 taxicabs; 2) investigated 9 complaints concerning taxicabs and 36 complaints concerning tow companies; and 3) 868 safety inspection/reconstruction investigations.

Periodic Motor Vehicle Inspection Unit

This unit inspected: 1,299 PMVI stations; suspended 39 stations; certified 355 safety inspectors' licenses; and issued 63 notices of violations. The measures taken by this unit have made a positive contribution to the State's Highway Safety Program.

SPECIAL SERVICES BRANCH

The four employees of this branch are responsible for: the registration of bicycles, mopeds, and animals; issuance of county business licenses; issuance of loading zone, taxi stand, and bus stop parking permits; and investigation of businesses that require county licenses. The Section is also responsible for inputting information into the Honolulu data base for the disabled persons placard and identification card program, maintaining the application form files, and responding to inquiries concerning the issuance of disabled persons placards and identification cards.

The Special Services Branch issued the following licenses and permits:

	<u>FY '04-05</u>	<u>FY '03-04</u>
Bicycle and Moped Licenses	24,967	27,558
Dog Licenses	17,727	17,911
Loading Zone Permits	9,231	8,852
Bus Stop Permits	525	438
Taxi Stand Parking Permits	88	81
Business Licenses:		
Auctioneer	9	4
Firearms, Manufacture and Sell	31	30
Garbage and/or Rubbish Collection	14	18
Glass Recycling	1	2
Pawnbroker	46	12
Peddler, Merchandise	71	92
Peddler, Merchandise or Medicine – Exempt	23	21
Purchase/Sell Used Vehicle Parts	77	76
Second Hand Dealer	125	114
Sale of Tear gas and Other Obnoxious Substances	1	1
Sale of Pepper Sprays - Flat Fee	2	2
Vehicle - Carry Passengers, Taxi	1434	1,379
Wrecking/Salvaging/Dismantling Motor Vehicles	46	40
Scrap Dealers	4	3
Number of Licenses and Permits	<u>54,422</u>	<u>56,634</u>

COMPARATIVE STATEMENT OF TOTAL TRANSACTIONS FISCAL YEAR 2004 - 2005 AND 2003 - 2004

	<u>FY '04 - 05</u>	<u>FY '03 - 04</u>	<u>INCREASE (DECREASE)</u>
Motor Vehicle Registrations Recorded	820,688	802,338	18,350
Trailer Registrations Recorded	13,550	12,085	1,465
Bicycle and Moped Registrations Recorded	24,967	27,558	(2,591)
Dog Licenses Issued	17,727	17,911	(184)
Business Licenses Issued	539	571	(32)
Duplicate Certificates Issued	23,582	22,997	585
Replacement Plates Issued	24,379	24,081	298
Replacement Emblems Issued	33,598	32,602	996
Out-Of-State Vehicle Permits Issued	3,609	4,061	(452)
Loading Zone Permits Issued	9,231	8,852	379
Bus Stop Parking Permits Issued	525	438	87
Taxi Stand Parking Permits Issued	89	81	8
Ownership Transfers Recorded	194,419	188,397	6,022
Plate Transfers Completed	4,677	4,589	88
TOTAL	<u>1,171,580</u>	<u>1,146,561</u>	<u>25,019</u>

COMPARISON OF REVENUE SOURCES FISCAL YEAR 2004 - 2005 AND 2003 - 2004

	<u>FY '04 - 05</u>	<u>FY '03 - 04</u>	<u>INCREASE (DECREASE)</u>
Motor Vehicle Weight Taxes	\$44,833,543	\$33,760,487	\$11,073,056
Trailer and Wagon Weight Taxes	1,612,985	1,459,946	153,039
Motor Vehicle Penalties	796,924	785,788	11,136
Trailer and Wagon Penalties	32,588	55,100	(22,512)
Motor Vehicle Ownership and Penalties	2,887,393	2,858,920	28,473
Motor Vehicle Duplicate Certificates	234,900	228,690	6,210
City and County Registration Fees	13,385,170	12,987,910	397,260
License Plate Fees	1,595,988	1,347,615	248,373
Emblem Fees	350,984	340,927	10,057
Beautification Fees	3,040,781	2,982,144	58,637
Correction Fees	19,090	7,870	11,220
Vehicle Permits	17,905	20,035	(2,130)
Service Charges	17,223	17,224	(1)
Sundry Realizations	0	7,255	(7,255)
Sale of Other Materials and Supplies	745	160	585
Record Copies	2,118	2,028	90
Tax Liens	340	430	(90)
Reconstructed Vehicles	28,290	28,920	(630)
Bicycle Licenses	350,823	390,146	(39,323)
Dog Licenses	242,264	251,696	(9,432)
Business Licenses	36,055	30,358	5,697
Newsstands/display racks	165,719	31,922	133,797
Loading Zone Parking Permits	215,765	207,253	8,512
Bus Stop Parking Permits	12,735	10,852	1,883
Drivers' License Fees	3,492,666	3,036,890	455,776
Taxicab Drivers' and Pedicab Operators' Certificates	43,235	41,775	1,460
Taxi Stand Parking Permits	8,349	6,911	1,438
Taxi Licenses	78,531	76,599	1,932
Auction Sale of Impounded Vehicles	89,925	205,841	(115,916)
Spay-Neuter Services	367,177	325,810	41,367
Power of Attorney	202	675	(473)
TOTAL	<u>\$73,960,413</u>	<u>\$61,508,177</u>	<u>\$12,452,236</u>

PUBLIC COMMUNICATIONS DIVISION (Temporary Vacancy, Division Chief)

FUNCTION

The division provides information about Honolulu government policies, programs and procedures; responds to complaints; produces in-house printing services; coordinates special events; prepares mayor's messages and proclamations; makes available reference and research resources; manages the archival program; provides photographic services to the City Administration and City Council and informs the public on city activities and services through its Honolulu Municipal Television (HMTV) operations. The division's Administration Section is also responsible for coordinating and issuing permits for events on the Civic Center grounds that do not have an admission charge.

Complaint Branch

The complaint chief and complaint investigators serve as the public's advocate at City Hall. They are the first point of contact for members of the public seeking a city service or filing a complaint. The section insures that the public receives timely answers to inquiries. The staff investigates sensitive complaints while most other complaints are sent to the appropriate agencies for follow-up. Inquiries and complaints came from letters, faxes, Tell-It-To-The-Mayor forms, telephone calls, telephone recordings, web page access and walk-ins.

COMPLAINT SECTION STATISTICS BY AGENCIES

<u>Department/Agency Involved in Complaint</u>	<u>FY 2003 Total</u>	<u>Department/Agency Involved in Complaint</u>	<u>FY 2003 Total</u>
Budget & Fiscal Services	179	Managing Director	65
City Clerk	75	Mayor	329
City Council	62	Medical Examiner	3
Community Services	87	Oahu Civil Defense	7
Corporation Counsel	103	Parks & Recreation	1,533
Customer Services	2,371	Planning & Permitting	1,927
Design & Construction	582	Police	2,057
Emergency Services	41	Prosecuting Attorney	10
Enterprise Services	90	Royal Hawaiian Band	3
Environmental Services	2,751	Transportation Services	1,766
Facility Maintenance	2,557	Water Supply	244
Fire	69	Federal	39
Human Resources	33	State	1,446
Humane Society, Hawaiian*	79	Miscellaneous	387
Information & Technology	23	TOTAL	18,918

** A private agency under contract to the Honolulu government that provides an animal pound and enforces certain ordinances dealing with animals.*

Information Branch

The section responds to inquiries received in writing, by telephone, in person, by e-mail and fax about city services, projects, programs and policies. The Information Officer is assisted by four information specialists, an Informational Affairs Officer and a clerk. One specialist serves as the chief photographer. The Honolulu Municipal Television (HMTV) executive producer is also on staff in this branch.

During the reporting period, staff answered approximately 60,000 telephone calls and completed more than 1,000 written assignments. These included preparing, editing and distributing news releases, fact sheets, messages, proclamations, official remarks and various correspondence. Staff also responded to, or processed, an average of 40 email inquiries a day, prepared and staffed exhibits in conjunction with various trade shows and other public events, coordinated publicity for activities and projects, such as the popular *Brunch on the Beach* and *Sunset on the Beach* events, the *Taste of Honolulu* in June, and *Honolulu City Lights* in December.

The information staff also publicized new City initiatives, such as on-line motor vehicle services to enable citizens to avoid long lines, the Mayor's "War On Potholes" and sewer improvement plan, expansion of bulk item pickup services to Leeward Oahu and the Waianae Coast, greater private sponsorship of the popular *Sunset on the Beach* and *Brunch on the Beach*. Staff also coordinated the annual report for the City and County of Honolulu.



Mayor signs 2006 budget with Council Chair Donovan Dela Cruz and Budget Chair Ann Kobayashi.

Honolulu Municipal Television (HMTV)

Under a city contract and through a state grant, HMTV produced more than 100 hours of video programming during the year. One program, *The Mayor's Report*, included announcements and activities within the office of the Mayor. Another show, *City News Week*, highlighted City sponsored events and activities. These programs were produced under the direction of Executive Producer Don Kozono, and shown on Olelo Community Television (Oceanic Channel 54).

HMTV assisted in the production of a special seven-part video series, *Honolulu 100: Renaissance of a Great City*. This series showcased the various services and functions of the City and County of Honolulu and provided insight on the vision for the future of the City.

The end of 2004 featured another successful live presentation of Honolulu City Lights on OLELO Community Television, followed two weeks later by a one-hour program on commercial television on the Electric Light Parade portion of the event. The live show was hosted by local radio personalities, Brickwood Galuteria and Sweetie Pacaro. HMTV also produced 3 hours of Honolulu City Lights programming for replay on OLELO TV on Christmas Day.

HMTV produced three public service announcements (PSA) on:

1. A free concert in the newly renovated Mission Memorial Auditorium.
2. A new bus route featuring newly acquired hybrid buses.
3. The year-end address of outgoing Mayor Jeremy Harris.

HMTV produced live television coverage of the newly elected Mayor Mufi Hannemann's Inauguration Ceremony on January 5, 2005 on OLELO Community Television. HMTV also coordinated the live telecast by a local commercial broadcast TV station.

In May 2005, HMTV produced a special feature story on the Emergency Medical Services Division. This video, shown during EMS week, provided a history about EMS while illustrating the life-and-death situations often faced by EMS employees. An extended version of the story was produced for public information and instructional purposes.

In June 2005, HMTV videoed two public service announcements. The PSA theme, "Save Time, Go Online," is intended to encourage public use of the internet to schedule driver's license appointments and register their cars, saving the City money and the public time. Jasmine Trias, an *American Idol* finalist, joined with Mayor Hannemann to appear in the PSA.

In addition, the information staff alerted the public to wastewater spills, box jelly-fish infestations at beaches, flooding hazards during unusually heavy winter rains, routine roadwork on Oahu's streets, and large emergency repairs done on major roads throughout the city.

Staff also informed the public of important legislative issues, such as Mayor Hannemann's repeal of the City's mandatory lease-to-fee conversion of condominiums, improvements to budgetary procedural flaws of the prior administration pointed out by the City Auditor, the redesign of drivers licenses, and various awards won by city departments and personnel.



Honolulu City Lights opening on December 4, featuring the lighting of the City's Christmas tree and an electric light parade.

Municipal Reference Center (MRC)

Continuing with only a staff of three, the library, records management and bookstore section worked toward providing a complete range of city government related information and research services, records management and archival support, and a centralized place to purchase City publications.

The MRC spent \$8,156 to update the library collection, \$18,968 to maintain its specialized collection of subscriptions and \$44,939 to microfilm city documents for permanent retention.

During fiscal year 2004-2005, the library, records management and bookstore:

- Handled 733 requests for information from City workers and the public.
- Loaned over 2,182 books, reports and magazines.
- Microfilmed 361,286 images and filled 1,056 requests to retrieve records.
- Sold 3,080 volumes at the Municipal Bookstore for \$30,768.



Newly elected Mayor, Mufi Hannemann, sings a duet with entertainer, Marlene Sai, at his Inauguration Ceremony.

Printing Services Branch

A staff of nine employees handles graphic, printing and bindery services for city agencies. The section produced informational booklets and brochures, forms, posters, and other printed and graphic products for use by agencies or for public distribution.

Print shop report for fiscal year 2005 is as follows:

Graphic art projects completed	816
(includes newsletters, brochures, flyers, reports, forms, letterheads, business cards, invitations, programs, posters, signs and certificates).	
Printing projects completed	1200
Printing impressions	9.7 million
Bindery projects completed	676

SATELLITE CITY HALL DIVISION **Dennis Taga, Chief**

FUNCTION

The division provides essential services and information for various City and State agencies through 10 storefront offices on the island of Oahu. These offices are located at Ala Moana, Kailua, Fort Street Mall, Hawaii Kai, Kalihi, Kapolei, Pearlridge, Wahiawa, Waianae and Windward Mall. Services provided at the satellite city halls include: motor vehicle licensing and registration; collection of water bill and real property tax payments; sale of monthly bus passes; dog, bicycle and moped licensing; disabled parking permits; picnic and camping permits; loading zone and bus stop parking permits; fireworks permits; animal spay/neuter certificates; registration and certification of voters; and information about various government programs. Driver license renewals and duplicates services are also provided at our Fort Street Mall, Hawaii Kai and Windward Mall offices. The Ala Moana, Kalihi and Pearlridge offices continue to be the busiest locations.



Windward Mall's one-stop point-of-sale system allows customers to complete all of their transactions and make payment at the customer services window.

Mayor Hannemann renewing his license at the Hawaii Kai Satellite City Hall.



HIGHLIGHTS

New and improved services implemented at the satellite offices this fiscal year included the following:

- The ongoing conversion of a new one-stop point-of-sale cashiering system to reduce long lines and waiting time for walk-in customers. The system eliminates the need for customers to stand in separate lines for processing and payment.
- The issuance of drivers license/learners permit renewals and duplicates began at the Hawaii Kai Satellite City Hall in June.

FISCAL YEAR 2005 TOTALS

<u>Locations</u>	<u>Transaction Count</u>	<u>Revenue Collected</u>	<u>Locations</u>	<u>Transaction Count</u>	<u>Revenue Collected</u>
Ala Moana	119,258	\$16,903,083	Pearlridge	118,723	\$15,163,497
Fort Street Mall	108,790	14,509,588	Wahiawa	73,391	6,426,085
Hawaii Kai	33,838	3,079,603	Waianae	48,102	4,585,431
Kailua	73,823	6,837,422	Windward Mall	103,819	7,703,792
Kalihi	113,014	13,157,624	Total	885,271	\$99,834,771
Kapolei	92,513	11,468,646			

TYPE OF SATELLITE TRANSACTIONS (885,271) FOR FISCAL YEAR 2004 - 2005

